

**INTERAGENCY OVERSEAS EMPLOYEE POSITION DESCRIPTION**

This document is used for regulatory purposes relating to the appointment and payment of public funds. False or misleading statements may constitute violations of such regulations. Prepare according to instructions from the Supervisor's Field Guide for Supervisors of Locally Employed Staff, Chapter 2 (3 FAH-2 H-440).

1. Post KAMPALA	2. Agency State	3. OPS Job Code
3b. Post Job Number 97001245		3c. Subject to Identical Position? If Yes, provide total position number and list all additional job number(s) in 3d. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

3d. Total Number of Positions 2	Identical Additional Post Job Numbers TBD
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4. Post Position Title or Working Title (if different from official title) Community Liaison Office (CLO) Coordinator

5. Reason for Submission <input type="checkbox"/> New position <input checked="" type="checkbox"/> Implementation of SJD/FJD <input type="checkbox"/> Recertification of position description <input type="checkbox"/> Significant changes to existing position/reclassification <input type="checkbox"/> Reorganization or reprogram of existing vacant position to position with different official title or occupational series - <i>provide OPS position number and OPS Job Code for existing vacant position</i>
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6. Organizational Design	
6a. Office/Section Management Office	6b. First Subdivision Community Liaison Office (CLO)
6c. Second Subdivision	6d. Third Subdivision

7. Certifications/Signatures			
7a. Employee	I acknowledge receipt of this description of my position duties and responsibilities.	<input type="checkbox"/> By checking this box, I, , certify that I am the individual submitting this document.	Date
7b. Supervisor	I certify that this is an accurate description of the duties and responsibilities of this position.	<input checked="" type="checkbox"/> By checking this box, I, Jason Brenden , certify that I am the individual submitting this document.	Date 6/6/2023
7c. Section Chief/ Agency Head	I certify that this is an accurate description of this position and there is a valid management need for this position.	<input checked="" type="checkbox"/> By checking this box, I Jason Brenden , certify that I am the individual submitting this document.	Date 6/6/2023
7d. HR Officer/ Mgmt. Officer	I certify that this is an accurate description of this position.	<input checked="" type="checkbox"/> By checking this box, I, Kathleen V. Hare , certify that I am the individual submitting this document.	Date 6/6/2023

8. Classification Action and Certification - I certify that this position has been classified within established standards.					
8a. Classification Center AFRCC	Official Title Community Liaison Coordinator	Job Series 6085	Grade FSN-9/ FP-5	Approver Name Lynn C. Boone	Date Approved 6/8/2023
8b. GTM/OE GTM/OE	Official Title Community Liaison Coordinator	Job Series 6085	Grade FSN-9/ FP-5	GTM/OE Name Wiwin Goger	Date Approved 6/8/2022

8c. Recertification Reason			RCC/Approver Name		Initials/Date
9. Post PD Review	Initials/Date	Initials/Date	Initials/Date	Initials/Date	Initials/Date
9a. Employee					
9b. Supervisor					
9c. HR/Mgmt. Officer					

A. FJD/SJD text that is in BLACK (no color) must be maintained by post with no modification.
B. FJD/SJD option text in GREEN requires post to enter values that are specific to the local position.
C. FJD/SJD option text in BLUE designates an option that may be used if required in the local position. If not required, text in BLUE should be deleted.

10. Job Overview

Working in the Management Section and reporting to post's Management Officer, with guidance from the Global Community Liaison Office (GTM/GCLO), the CLO Coordinator develops, implements, and manages a program based on community demographics and post-specific needs. The CLO Coordinator executes morale enhancing activities under eight Areas of Responsibility (family member employment; crisis management and security; education; communications and outreach; guidance and referral; welcoming, orientation, and departures; community liaison; and events planning). Identifies needs and responds with effective programming, information and resources, and referrals. CLO is an ICASS mandatory package service provider, and as such serves all participating USG agencies at post. The CLO is a rated ICASS service provider whose base constituency includes all direct-hire employees and family members under Chief of Mission authority.

10a. Direct Supervisor of Position:

Reports directly to the Management Counselor.

10b. Position Directly Supervises:

1 Administrative Assistant/Clerk(s), 1 Newsletter Editor.

10c. Indicate if the position has the delegated authority to certify payments:

No

10d. Provide security access determination level, if required:

Top Secret

11. Major Duties and Responsibilities (Include % of time spent for each duty, percentage totals must equal 100%):

Manage and Develop CLO program at post (45%) -- CLO Coordinator manages the Community Liaison Office at post by developing action plans that address the needs of post community while meeting DOS and ICASS service standards. The incumbent identifies and develops inclusive programs, activities, events, and communication that are aimed at enhancing the morale of post's diverse community. CLO Coordinator develops and implements program Standard Operating Procedures (SOPs), after-action reports, and regular program evaluations.

Plan, Maintain, and Liaise (25%) -- CLO Coordinator identifies partner offices, inside and outside the Mission, to establish or maintain a high level of engagement to cover the eight Areas of Responsibility. CLO Coordinator serves as a liaison by organizing and facilitating programs that allow post community to gain knowledge about local (post and in-country) resources, education, employment, and culture. CLO Coordinator serves as the liaison with community by participating in Country Team meetings, Emergency Action Committee meetings, Post Employment Committee meetings, and the Inter Agency Housing Board meetings, as well as meetings of other post councils and committees (Diversity, Equity, Inclusion, and Accessibility Council, Green Team, etc.) and the employee/recreation association. CLO Coordinator refers community members to functional offices in Washington, DC, and liaises with the different schools where post children attend. CLO also maintains contact with local-based community organizations such as expat service groups and volunteer organizations.

Evaluate and Implement (15%) -- CLO Coordinator establishes methods to evaluate the success of CLO programs at post, for example through the Community Needs Assessment Survey. The incumbent gathers information at post, from within the community, host country contacts, and from Washington, DC, and implements a communication channel to manage regular communications and outreach within post community. CLO Coordinator maintains a database of contacts and resources and serves as rumor control. CLO Coordinator hosts in-person and virtual community events that cover the categories of (1) U.S. traditions, (2) host country culture, and (3) social, educational, and recreational programs and activities.

Report and Represent (15%) -- CLO Coordinator collects for GTM/GCLO data and information for reports that focus on the status of employment, education, demographics, welfare and morale, and activities at post. GTM/CLO uses these reports to inform and guide broader advocacy. CLO upholds the highest standard of confidentiality. The incumbent represents community needs to Mission's management as well as partner offices in Washington, DC. CLO Coordinator represents Mission management to post community through in-person and virtual meetings, town halls, newsletters, social media outlets, etc.

Note: This position description in no way states or implies that these are the only duties to be performed by the incumbent. Incumbent will be required to perform other duties as assigned by the agency.

Minimum Qualification Requirements

12. Knowledge

12a. Pre-hire (*Operational*):

A good understanding of the Foreign Service community and the structure of the federal government. Knowledge of general principles of program management and program monitoring. Standard knowledge of Microsoft Office is required.

Knowledge of the Department of State's programs and policies pertaining to CLO Coordinator's eight Areas of Responsibility (community liaison, crisis management, employment, education, guidance and referral, communications and outreach, welcoming/orientation/departures, and events planning).

12b. Post-hire (*Organizational*):

Thorough understanding of all Mission sections at post, including familiarity with the diversity of post community and knowledge of programs that will benefit the general well-being of direct hires and family members under Chief of Mission. Knowledge of pertinent State Department and post regulations, programs, and policies related to the Community Liaison Office administration and CLO's eight areas of responsibility. Knowledge of foreign affairs guidelines, including the Foreign Affairs Manual, Foreign Affairs Handbook, Global Community Liaison Office (GTM/GCLO) resources and toolkits on SharePoint.

13. Pre-hire Skills and Abilities

Must be able to analyze specific issues and formulate conclusions and recommendations for action. Must be able to work in a high-stress, fast-paced work environment. Excellent interpersonal and communication skills, good briefing and writing skills. Ability to draft and edit material for correspondence and publication required. Proficiency in project management, including short-term and long-term projects. Ability to work at a high-level with work disruptions and follow an untraditional schedule.

14. Post-hire Skills and Abilities

A high level of judgment and initiative are required given that CLO Coordinator is a full member of the management team. CLO Coordinator attends regularly scheduled management meetings and meets one-on-one with the Management Officer/Counselor on a regular basis. The CLO attends Country Team and is a member of the EAC, PEC, IAHB, and association board at post. The CLO meets regularly with the Ambassador or DCM. The CLO manages confidential information and PII. Ability to communicate professionally with all mission U.S. Direct Hires (USDH), Eligible Family Members (EFMs), Members of Household (MOHs), and local staff, including agency/section heads and Ambassador level. CLO Coordinator meets regularly with the Ambassador or DCM to discuss complex and sensitive issues. Interpersonal skills that contribute to establishing contacts in local business sector, educational and service communities. Interact regularly with school administrators to discuss sensitive issues. Both internal and external work contacts require continuing efforts to establish effective personal contact, gain individual and group acceptance, ability to discuss sensitive issues.

15. Education

Completion of at least two years of college or university studies is required.

16. Licensing/Certifications/Training

The incumbent must complete FSI DL training PA490 - Introduction to Community Liaison Office Responsibilities within the first 30 days of employment.

FSI in-person PD545-Professional Development for CLO Coordinators, subject to the training availability.

17. Work Experience

17a. Non-Supervisory:

Minimum three years of professional experience, including but not limited to administration, office management, customer service, program management, or public policy required

17b. Supervisory:

The position has no supervisory experience requirements.

18. Language Proficiency - List English and other host country language(s) proficiency requirements by level (1-5) for speaking, reading, and writing

English:

Level 3 - Good working knowledge; speaking, reading & writing

Host-Country Language:

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Host-Country Language:

19. Special Work Environment & Conditions

The position requires occasional weekend and after-hours work.

20. Post PD Review Notes (*FOR HR USE ONLY*)



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INSTRUCTIONS FOR COMPLETION

1. Post – Please type the post name.
2. Agency – Please type the agency name.
3. This section deals with the numbers found in OPS, on the individual employee's document and internal management of identical additional positions. It is an important internal control for position management.
- 3a. OPS Job Code: This number is generated by the OPS System and is linked with the MClass system. This block will be completed by the Post HR Office for existing positions or by checking on MClass for new positions once positions are classified.
- 3b. Post Job Number: This column should contain the OPS assigned position number or post position number recorded in MClass.
- 3c. Please indicate if the classification will be assigned to multiple (identical additional "IA") positions.
- 3d. Total number of identical positions - Please state the total position numbers that are assigned to the position's MClass record. Identical post job numbers should be listed in this section. If space is insufficient to list all identical post job numbers, please provide details in the organizational chart.
4. Post Position Title - This is used when the official position title in MClass differs from the more common title found in the host country. If there is no position working title, please leave this blank. The position working title will also appear in OPS.
5. Reason for Submission - please select the appropriate reason for submission. Please provide additional information when prompted.
6. Organizational Design - listing the office, section, and unit where the position is located.
7. Certifications/Signatures - Since this document is used for regulatory purposes relating to the payment of public funds, each stakeholder is required to acknowledge or certify, and sign.
8. Classification Action and Certification - This is completed by the RCC annotating the Official Title, Job Series and Grade of the position. The date is the date that the position was either approved or recertified in the MClass system. When there is a formal appeal of the classification performed by the RCC, the final decision from GTM/OE and/or USAID will be annotated here with name/initials.
- 8c. PD Recertification - Post to provide reason (e.g., PD is more than 5 years but still valid, or some changes reflected in the PD are not significant for reclassification). RCC provides the recertification official and date upon updating/uploading the revised PD in the MClass.
9. Position Description Review - This section documents the local reviews/updates performed at the Post level that are not sent to the RCCs. Refer to the most updated policy aid or contact respective RCC for additional clarification on minor changes at Post. Any change to a PD must be reviewed by the employee, supervisor and Management Official (see 7 for explanation for Management Official).
10. Job Overview - This is a brief statement explaining the overall purpose of the position. This statement will appear in the vacancy announcement when the position is advertised. It should be concise, no more than 2 paragraphs, and be in plain language that can easily be understood by internal and external applicants.
- 10a. Direct Supervisor of Position: This a brief statement explaining who the direct supervisor of the position is; the level of oversight that will be used and how the work will be reviewed.



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- 10b. Position directly supervises - When applicable, provide a brief statement regarding whom the position will supervise. Please explain how that will be done. For example, will provide daily guidance, approve/disapprove leave, take part in hiring decisions; provide recommendations to disciplinary actions, counsel employees and be the rater for performance reviews.
- 10c. Authority to certify payments. If the position will have the authority to certify payments, please select yes. If not, select no.
- 10d. No choice is needed here for LE Staff position as a local security certification is the default security access requirement for LE Staff position. If there is a reason requiring a higher security access determination, please consult with the Post Regional Security Officer and the Office Personnel Management's Position Designation Automated Tool (PDT), and subsequently indicate the appropriate level required by selecting one of the drop-down options.
11. Major Duties and Responsibilities. Do not enter the phrase "see attached" and do not attach any documents. Similar to the PDF or Word version of this form, the space will expand. When using the My Data form, begin typing here. When printing, check the box "print addendum" on the print screen so that all the data entered will print as an addendum.

Describe the regular and recurring work that will be required of the incumbent. Include duties that are performed 10% or more of the total work time (i.e., 4 or more hours per week). Start with the most important requirement or the largest percentage of time. Please group similar duties together. For each duty or group of tasks, describe the work to be performed, including methodologies and technologies.

For all agencies except USAID: The following statement should be included on every PD, at the end of Section 11, to address the issue of "other duties as assigned". No percentage of time is allocated to this statement.

Note: "This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency."

Minimum Qualification Requirements: These requirements must reflect the minimum knowledge, skills and abilities (KSAs) required to successfully fulfill the duties at the full performance level. These will not necessarily be the KSAs of the current or previous incumbent. All requirements must state "is required" or "must." The words "desired" or "preferred" are not to be used.

Some of the categories are split into pre-hire and post-hire levels. Pre-hire levels are those KSAs that the applicant is expected to already have before coming to work for the US government. Post-hire levels take into account the knowledge, skills and abilities that can only be obtained after being hired. Both pre-hire and post-hire levels are used during classification; however, only pre-hire levels are used during recruitment.

12. Knowledge is the theoretical or practical understanding of a subject, which includes the necessary information, subjects, and topics that should be known to successfully fulfill the duties.
- 12a. Pre-hire (Operational): This covers knowledge of the external environment or standard practices in the host country. This may be political, legal, occupational safety practices, accounting standards, building practices, and/or the business environment.
- 12b. Post hire (Organizational): This covers knowledge of US government workings and structure. Consider requirements to understand internal procedures, agency and USG regulations, policy, purpose of organization and its staff.
13. Pre-hire Skills and Abilities: List skills & abilities that a candidate needs to have to be hired into the position, e.g., interview for HR Recruiter, presentation & public speaking for trainer, counseling for supervisor, drafting building plans for architect, interpersonal for CLO, etc.



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14. **Post-hire Skills and Abilities:** List any additional skills and abilities that can be built during employment, e.g., data analysis, communication with diverse audiences, federal fund management, etc.
15. **Education:** List the minimum education level required for effective performance. For post-secondary education (i.e., university degree, master's degree and PhD), you must list a field of study that is directly related to the duties and responsibilities of the position. No more than five specific fields of study should be listed.
16. **Licensing/Certifications/Training:** This is the mandatory licensing, certifications or training that is required to reach effective performance within a reasonable period of time. Some licensing or certification are required at the point of hire, such as valid driver license, technical or specialist certification (technical, medical), others would be obtained during employment such as Overseas Personnel System training, Smith System Safe Driver training, Contracting Officer's Representative training, Grants Officer Representative training, basic consular training. Do not include training that is required of all employees, such as new employee orientation, cybersecurity, etc.
17. **Work Experience:** What experience does the incumbent need to successfully perform the duties and responsibilities of the position? State the minimum amount of time in months or years required. Do not cite a range of years (3-5 years of experience) or use progressive experience. Instead, list the minimum number of months or years (e.g., minimum of 6 months experience, or minimum of 4 years of experience.).
- 17a. **Nonsupervisory:** Please list the minimum experience needed to effectively perform the non-supervisory duties and responsibilities of the position.
- 17b. **Supervisory:** List the amount and type of previous supervisory experience required to successfully perform the supervisory duties of the position. Please note that if a position supervises less than three employees, best practice is not to require supervisory experience in order not to exclude first time supervisors.
18. **Language Proficiency:** Indicate the degree of proficiency in a language or languages required for performance of the duties of the position. State the minimum level for reading, speaking, and writing. The proficiency should be consistent with the communication requirements needed to perform the duties and responsibilities of the position." See OE policy "Pre-Employment English Language and Other Testing".
19. **Special Work Environment or Conditions:** Use this space if the position is subject to a special work environment or conditions, such as if the position is required to travel significantly (25% or more), or if position is expected to be on-call/standby. All special work environment or conditions must be consistent with local law.
20. **Post PD Review Notes. FOR HR USE ONLY.** Please use the space to annotate changes made to the PD during Post PD Review.

Full Performance Level: Below is a guideline for the typical period of time a new employee would need to reach full performance level. This should not be confused with a training grade or the probationary period.

Grades 1-3 – Three months
Grades 4-6 – Six months
Grades 7-9 – Nine months
Grades 10-12 – One year